

Exhibit 16.1-2Decomposition - Revision One

Resource Unit	Schedule 4.3 Cross-Reference/Service Framework Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakouts)	Resource Unit Fee	Component Fee	Description of Components
Standard PC	Desktop Services - Personal Computing Services--Section 4.4	Standard PC	Fixed monthly fee per unit		\$ 92.35		
				Hardware		\$ 42.30	
				Hardware maintenance		\$ 7.36	
				Software license		\$ 8.38	
				Software maintenance		\$ 20.11	
				IMAR's		\$ 11.08	
				Desktop Application Directory Maintenance		\$ 0.69	
				Printer Maintenance		\$ 2.42	
CWS/CMS PC	Desktop Services - Personal Computing Services--Section 4.4	CWS/CMS PC	Fixed monthly fee per unit		\$ 57.00		
				Hardware		\$ 0.04	
				Hardware maintenance		\$ 8.38	
				Software license		\$ 9.54	
				Software maintenance		\$ 22.90	
				IMAR's		\$ 12.61	
				Desktop Application Directory Maintenance		\$ 0.79	
				Printer Maintenance		\$ 2.76	
CalWin PC	Desktop Services - Personal Computing Services--Section 4.4	CalWin PC	Fixed monthly fee per unit		\$ 57.00		
				Hardware		\$ 0.04	
				Hardware maintenance		\$ 8.38	
				Software license		\$ 9.54	
				Software maintenance		\$ 22.90	
				IMAR's		\$ 12.61	
				Desktop Application Directory Maintenance		\$ 0.79	
Engineering Work Station	Desktop Services - Personal Computing Services--Section 4.4	Engineering Work Station	Fixed monthly fee per unit		\$ 148.56		
				Hardware		82.65	this represents the costs of acquiring assets to support the Refresh tasks. Quotations were obtained from Original Equipment Manufacturers for the hardware that meets the County's standards. The amount included in the Price reflects the monthly depreciation for refresh cycle of 4 years (refresh cycle of a Standard PC).
				Hardware Maintenance/Break-Fix		10.08	this element comprises break-fix services, primarily labor and parts. Based on our experience and industry standards, we had made an assumption on failure rates of the hardware and the level of effort and resources (e.g., spare parts and other consumables) required to perform the repair services on a per call basis.
				Software License		9.56	software licenses include the cost of software license upgrades/refresh. The value is determined by quotations received from software vendors/manufacturers. Based on the Refresh Cycle of 4 years for Standard PCs, the aggregated cost is then apportioned over the baseline volume of Standard PCs.
				Software Break-Fix		15.46	This comprises costs associated with the labor and resources for desk-side/Level 2 support. Based on our experience and industry standards, we had made an assumption on PC failure rates and the level of effort and resources required to perform the repair services on a per call basis.
				IMAR's		14.10	IMAR costs are Labor associated with IMAR's. Based on our experience and industry standards, and the number of expected IMAR's per year (refresh activities considered), we were able to compute the level of effort required.
				Refresh Support		6.41	Refresh Support represents the labor to conduct ongoing refresh activities, includes warehousing activities, imaging, hardware delivery to County site, provide install services, removal of old PC and any boxes and packing materials.
				Desktop Application Directory Maintenance		10.30	This represents the labor, equipment and software costs associated with operating the Desktop Service Office, which provides centralized control of all desktop services, Model Office, and automated software distribution.
Enhanced Engineering Workstation	Desktop Services - Personal Computing Services--Section 4.4	Engineering Workstation	Fixed monthly fee per unit		\$ 149.82		
				Hardware		83.91	
				Hardware Maintenance/Break-Fix		10.08	
				Software License		9.56	
				Software Break-Fix		15.46	
				IMAR's		14.10	
				Refresh Support		6.41	
				Desktop Application Directory Maintenance		10.30	
DCSS PC (with refresh and IMAR)	Desktop Services - Personal Computing Services - Section 4.4	DCSS PC (with refresh and IMAR)	Fixed monthly fee per unit		\$ 52.27		
				Hardware (Refresh Labor)		\$ 4.85	
				Hardware maintenance		\$ 8.38	
				Software license			
				Software maintenance		\$ 22.90	
				IMAR's		\$ 12.61	
				Desktop Application Directory Maintenance		\$ 0.77	

Exhibit 16.1-2Decomposition - Revision One

				Printer Maintenance		\$ 2.76	
Laptops	Desktop Services - Personal Computing Services--Section 4.4	Laptop	Fixed monthly fee per unit		\$ 137.46		
				Hardware		59.52	This represents the costs of acquiring assets to support the Refresh tasks. The amount included in the Price is the monthly lease payments for a leasing term of 3 years (refresh cycle of a Laptops).
				Hardware Maintenance/Break-Fix		7.85	This element comprises break-fix services, primarily labor and parts.
				Software License		18.24	Software licenses include the cost of software license upgrades/refresh. Based on the Refresh Cycle of 3 years for Laptops, the aggregated cost is apportioned over the baseline volume of Laptops.
				Software Break-Fix		20.46	This comprises costs associated with the labor and resources for desk-side/Level 2 support.
				IMAR's		11.10	IMAR costs are Labor associated with IMAR's.
				Refresh Support		9.99	Refresh Support represents the labor to conduct ongoing refresh activities, includes warehousing activities, imaging, hardware delivery to County site, provide install services, removal of old Laptop and any boxes and packing materials.
				Desktop Application Directory Maintenance		10.30	This represents the labor, equipment and software costs associated with operating the Desktop Service Office, which provides centralized control of all desktop services, Model Office, and automated Software distribution.
Ruggedized Laptops	Desktop Services--Section 4.4	Laptop - Rugged	Fixed monthly fee per unit		\$ 208.56		
				Hardware		127.29	This represents the costs of acquiring assets to support the Refresh tasks. The amount included is the cost of the hardware amortized over three years (refresh cycle of a Laptops).
				Hardware Maintenance/Break-Fix		11.18	This element comprises break-fix services, primarily labor and parts.
				Software License		18.24	Software licenses include the cost of software license upgrades/refresh. Based on the Refresh Cycle of 3 years for Laptops, the aggregated cost is apportioned over the baseline volume of Laptops.
				Software Break-Fix		20.46	This comprises costs associated with the labor and resources for desk-side/Level 2 support.
				IMAR's		11.10	IMAR costs are Labor associated with IMAR's.
				Refresh Support		9.99	Refresh Support represents the labor to conduct ongoing refresh activities, includes warehousing activities, imaging, hardware delivery to County site, provide install services, removal of old Laptop and any boxes and packing materials.
				Desktop Application Directory Maintenance		10.30	This represents the labor, equipment and software costs associated with operating the Desktop Service Office, which provides centralized control of all desktop services, Model Office, and automated Software distribution.
Convertible Tablet	Desktop Services--Section 4.4	Convertible Tablet	Fixed monthly fee per unit		\$ 162.34		
				Hardware		81.07	This represents the costs of acquiring assets to support the Refresh tasks. The amount included in the Price is the monthly lease payments for a leasing term of 3 years (refresh cycle of a Tablets).
				Hardware Maintenance/Break-Fix		11.18	This element comprises break-fix services, primarily labor and parts.
				Software License		18.24	Software licenses include the cost of software license upgrades/refresh. Based on the Refresh Cycle of 3 years for Tablets, the aggregated cost is apportioned over the baseline volume of Tablets.
				Software Break-Fix		20.46	This comprises costs associated with the labor and resources for desk-side/Level 2 support.
				IMAR's		11.10	IMAR costs are Labor associated with IMAR's.
				Refresh Support		9.99	Refresh Support represents the labor to conduct ongoing refresh activities, includes warehousing activities, imaging, hardware delivery to County site, provide install services, removal of old Tablet and any boxes and packing materials.
				Desktop Application Directory Maintenance		10.30	This represents the labor, equipment and software costs associated with operating the Desktop Service Office, which provides centralized control of all desktop services, Model Office, and automated software distribution.
DCSS Laptop (with refresh and IMAR)	Desktop Services - Personal Computing Services	DCSS Laptop	Fixed monthly fee per unit		\$ 63.94		
				Hardware (Refresh Labor)		\$ 4.85	
				Hardware maintenance		\$ 10.44	
				Software license			
				Software maintenance		\$ 28.53	
				IMAR's		\$ 15.71	
				Desktop Application Directory Maintenance		\$ 0.98	
				Printer Maintenance		\$ 3.44	
Engineering Laptop	Desktop Services - Personal Computing Services	Laptop	Fixed monthly fee per unit		\$209.69		
				Hardware		\$ 131.75	This represents the costs of acquiring assets to support the Refresh tasks. The amount included in the Price is the monthly lease payments for a leasing term of 3 years (refresh cycle of a Laptops).
				Hardware maintenance/breakfix		\$ 7.85	This element comprises break-fix services, primarily labor and parts.
				Software license		\$ 18.24	Software licenses include the cost of software license upgrades/refresh. Based on the Refresh Cycle of 3 years for Laptops, the aggregated cost is apportioned over the baseline volume of Laptops.
				Software maintenance/Breakfix		\$ 20.46	This comprises costs associated with the labor and resources for desk-side/Level 2 support.
				IMAR's		\$ 11.10	IMAR costs are Labor associated with IMAR's.

Exhibit 16.1-2Decomposition - Revision One

				Refresh Support		\$ 9.99	Refresh Support represents the labor to conduct ongoing refresh activities. Includes warehousing activities, imaging, hardware delivery to County site, provide install services, removal of old Laptop and any boxes and packing materials.
				Desktop Application Directory Maintenance		\$ 10.30	Refresh Support represents the labor to conduct ongoing refresh activities. Includes warehousing activities, imaging, hardware delivery to County site, provide install services, removal of old Laptop and any boxes and packing materials.

Exhibit 16.1-2Decomposition - Revision One

Terminals	Desktop Services - Personal Computing Services--Section 4.4	Terminal	Fixed monthly fee per unit		\$ 41.51		
				Hardware		\$ -	
				Hardware maintenance		\$ 8.53	
				Software license		\$ -	
				Software maintenance		\$ 18.42	
				IMAR's		\$ 12.83	
DCSS Printer	Desktop Services--Section 4.4	DCSS Printer	Fixed monthly fee per unit		\$ 300.10		
				Maintenance		\$ 17.12	
				IMAR		\$ -	
				Refresh Labor, ODC		\$ 2.36	
				Consumables (excluding paper)		\$ 280.63	
Monochrome Network Workgroup Printer - Standard Format (abbreviated as "MNWP")	Desktop Services - Section 4.9	MNWP	Fixed monthly fee per unit		\$ 93.06		
				Maintenance		\$ 33.56	
				IMAR		\$ -	
				Refresh Hardware		\$ 55.95	
				Refresh Labor, ODC		\$ 3.55	
Monochrome Network Workgroup Printer - Large Format (11x17 capable)(abbreviated as "MNWP-LF")	Desktop Services - Section 4.9	MNWP-LF	Fixed monthly fee per unit		\$ 98.56		
				Maintenance		\$ 26.94	
				IMAR		\$ -	
				Refresh Hardware		\$ 68.07	
				Refresh Labor, ODC		\$ 3.55	
Monochrome Network High Volume Printer - Large Format (11x17 capable) (abbreviated as "MNWP-LF-H")	Desktop Services - Section 4.9	MNWPL-FH	Fixed monthly fee per unit		\$ 188.28		
				Maintenance		\$ 57.76	
				IMAR		\$ -	
				Refresh Hardware		\$ 119.87	
				Refresh Labor, ODC		\$ 10.65	
Color Network Workgroup Printer - Large Format (abbreviated as "CNWP-LF")	Desktop Services - Section 4.9	CNWP-LF	Fixed monthly fee per unit		\$ 276.28		
				Maintenance		\$ 120.65	
				IMAR		\$ -	
				Refresh Hardware		\$ 144.98	
				Refresh Labor, ODC		\$ 10.65	
Color Network Workgroup Printer - Standard Format (abbreviated as "CNWP")	Desktop Services - Section 4.9	CNWP	Fixed monthly fee per unit		\$ 71.13		
				Maintenance		\$ 24.56	
				IMAR		\$ -	
				Refresh Hardware		\$ 43.02	
				Refresh Labor, ODC		\$ 3.55	
End-User Data Jack	Network Services - Data Network Services--Section 5.4, Data Center Services - Infrastructure Servers--Section 6.6, Network Services - Security Services--Section 5.7	Active Data Jack	Fixed monthly fee per unit		\$ 85.26		
				Hardware		\$ 18.62	
				Hardware maintenance		\$ 26.05	
				Software		\$ 0.47	
				Software maintenance		\$ 10.48	
				IMAR's		\$ 5.28	
				Circuits		\$ 24.36	
Remote Access	Network Services - Remote Access Services--Section 5.5, Network Services - Security Services--Section 5.7	Active Account	Fixed monthly fee per unit		\$ 11.73		
				Hardware		\$ 1.06	
				Hardware maintenance		\$ 3.05	
				Software		\$ 0.09	
				Software maintenance		\$ 2.19	
				IMAR's		\$ 4.37	
				Circuits		\$ 0.98	
3rd-Party Network Access-Category 1	Network Services - 3rd Party NetworkAccess Services -Section 5.9		Fixed monthly fee per unit		\$ 929.12		
				Hardware		\$ 305.43	
				Hardware maintenance		\$ 261.69	
				Software		\$ 152.71	
				Software maintenance		\$ 29.07	
				IMAR's		\$ 180.21	

Exhibit 16.1-2Decomposition - Revision One

3rd-Party Network Access-Category 2	Network Services - 3rd Party NetworkAccess Services -Section 5.9		Fixed monthly fee per unit		\$ 292.82		
				Hardware		\$ 50.91	
				Hardware maintenance		\$ 147.16	
				Software		\$ 25.45	
				Software maintenance		\$ 16.35	
				IMAR's		\$ 52.95	
3rd-Party Network Access- Category3	Network Services - 3rd Party NetworkAccess Services -Section 5.9		Fixed monthly fee per unit		\$ 356.45		
				Hardware		\$ 76.36	
				Hardware maintenance		\$ 158.61	
				Software		\$ 38.18	
				Software maintenance		\$ 17.62	
				IMAR's		\$ 65.68	
Mobility VPN Access	Network Services - Mobility/Remote Access Services--Section 4.5, Network Services - Security Services--Section 5.7	Active Account	Fixed monthly fee per unit		\$21.10		
				Hardware		\$2.65	
				Hardware maintenance		\$3.90	
				Software		\$3.40	
				Software maintenance		\$5.26	
				IMAR's		\$5.03	
				Circuits		\$0.87	
Mainframe	Data Center Services -Application Servers--Section 6.5	CPU Hour***	Fixed monthly fee per unit		\$ 140.48		
				Hardware		\$ 5.62	
				Operating system license		\$ 29.50	
				Hardware Maintenance		\$ 5.62	
				Software maintenance		\$ 99.74	
DEC VAX	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 2,784.17		
				Hardware		\$ -	
				Operating system license		\$ -	
				Hardware Maintenance		\$ 1,085.82	
				Software maintenance		\$ 1,698.34	
VMS Servers - Large	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 4,316.63		
				Hardware		\$ 2,503.65	
				Operating system license		\$ -	
				Hardware Maintenance		\$ 302.16	
				Software maintenance		\$ 1,510.82	

Exhibit 16.1-2Decomposition - Revision One

VMS Servers - Medium	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 3,334.95		
				Hardware		\$ 1,834.22	
				Operating system license		\$ -	
				Hardware Maintenance		\$ 333.49	
				Software maintenance		\$ 1,167.23	
VMS Servers - Small	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 1,984.49		
				Hardware		\$ 1,151.01	
				Operating system license		\$ -	
				Hardware Maintenance		\$ 257.98	
				Software maintenance		\$ 575.50	
AS/400	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 4,400.22		
				Hardware		\$ -	
				Operating system license		\$ -	
				Hardware Maintenance		\$ 2,464.13	
				Software maintenance		\$ 1,936.10	
Wintel Application Servers - Large	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 2,251.23		
				Hardware		\$ 787.93	
				Operating system license		\$ -	
				Hardware Maintenance		\$ -	
				Software maintenance		\$ 1,463.30	
Wintel Application Servers - Medium	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 1,609.98		
				Hardware		\$ 482.99	
				Operating system license		\$ -	
				Hardware Maintenance		\$ -	
				Software maintenance		\$ 1,126.99	
Wintel Application Servers - Small	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 1,288.94		
				Hardware		\$ 360.90	
				Operating system license		\$ -	
				Hardware Maintenance		\$ -	
				Software maintenance		\$ 928.04	
Wintel Application Preprod/Test Servers - Large	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 1,685.13		
				Hardware		\$ 589.80	
				Operating system license		\$ -	
				Hardware Maintenance		\$ -	
				Software maintenance		\$ 1,095.34	
Wintel Application Preprod/Test Servers - Medium	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 1,297.60		
				Hardware		\$ 532.02	
				Operating system license		\$ -	
				Hardware Maintenance		\$ -	
				Software maintenance		\$ 765.59	

Exhibit 16.1-2Decomposition - Revision One

Wintel Application Preprod/Test Servers - Small	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 1,018.12		
				Hardware		\$ 366.52	
				Operating system license		\$ -	
				Hardware Maintenance		\$ -	
				Software maintenance		\$ 651.59	
UNIX Servers - Large	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 5,286.76		
				Hardware		\$ 2,167.57	
				Operating system license		\$ -	
				Hardware Maintenance		\$ 528.68	
				Software maintenance		\$ 2,590.51	
UNIX Servers - Medium	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 3,295.86		
				Hardware		\$ 1,516.09	
				Operating system license		\$ -	
				Hardware Maintenance		\$ 230.71	
				Software maintenance		\$ 1,549.05	
UNIX Servers - Small	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 2,154.96		
				Hardware		\$ 861.98	
				Operating system license		\$ -	
				Hardware Maintenance		\$ 344.79	
				Software maintenance		\$ 948.18	
UNIX Servers Preprod/Test - Large	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 5,988.72		
				Hardware		\$ 3,054.24	
				Operating system license		\$ -	
				Hardware Maintenance		\$ 598.87	
				Software maintenance		\$ 2,335.60	
UNIX Servers Preprod/Test - Medium	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 2,363.81		
				Hardware		\$ 1,181.91	
				Operating system license		\$ -	
				Hardware Maintenance		\$ 165.47	
				Software maintenance		\$ 1,016.44	
UNIX Servers Preprod/Test - Small	Data Center Services -Application Servers--Section 6.5	Server	Fixed monthly fee per unit		\$ 1,341.14		
				Hardware		\$ 536.46	
				Operating system license		\$ -	
				Hardware Maintenance		\$ 214.58	
				Software maintenance		\$ 590.10	
VM Guest	Data Center Services -Application Servers--Section 6.5	Per Guest	Fixed monthly fee per unit		724.80		
				Hardware		\$ -	N/A
				Hardware Maintenance		\$ -	N/A
				VMware Software License		\$ -	VMware Software Licenses (Provided by County ELA)
				Ongoing Maintenance/support		\$ 35.33	VMware vSphere and vCenter ongoing support - Includes setup and configuration management, applying patches from the vendor, administration, management for VM Guests and rebalancing of VM Guests across VM Hosts based on performance and capacity feedback.
				Other Maintenance/support		\$ 14.77	VMware LifeCycle Manager ongoing support - Includes OS software, support, setup and configuration management; Systems Administration; Applying patches from the vendor, Security Administration; Backup and restores of local disk (system information only); and Performance and capacity monitoring.
				Additional Services		\$ 674.70	SYSTEMS DEPLOYMENT Systems Deployment Services include the start-up activities necessary to support new or existing server environments, and includes, firewall configurations, presenting storage, OS Build, Utilities (antivirus, Opsware, Monitoring), BUR configuration, integration/acceptance testing, and the establishment of ongoing support services for base operating systems and virtual server images.
							SYSTEMS MANAGEMENT Systems Management ensures operational functionality of operating system software on managed servers. It detects, categorizes, responds, restores, and documents image faults generated from fault monitoring alerts or problem management notifications. The feature focuses on the well-being of the physical servers, host systems, and all virtual images. Support includes, incident and performance monitoring and management, ongoing support, and vendor patch management services.

Exhibit 16.1-2Decomposition - Revision One

							<p>SERVER SECURITY Server Security includes security administration, compliance support, security incident response and audit. Security administration and compliance support services provide the ongoing operational support for administration and compliance activities, including but not limited to managing and maintaining level of access for authorized administrators, coordinating vulnerability scanning, and supporting security software upgrades and refreshes.</p> <p>REQUEST MANAGEMENT Request Management provides the entry point for tracking and escalating hosting-related system problems, requests, and changes.</p> <p>PROBLEM MANAGEMENT Problem Management consists of problem identification, recording, corrective action, root-cause analysis, periodic trending for patterns of problems, and maintenance of trouble tickets. Problems are escalated and resolved based on severity level prioritization.</p> <p>CHANGE MANAGEMENT Change Management consists of procedures and methods for implementing changes. The change control procedure facilitates the proper planning, analyzing, communicating, and scheduling of hardware, system software, and environmental changes.</p> <p>CLIENT SUPPORT Client Support is responsible for the technical implementation of infrastructure, developing test plans, and coordinating the various technical teams associated with the implementation.</p> <p>VIRTUAL SERVER SERVICES The feature provides ongoing support for guest images. This includes configuration and on-going support required of the virtualized environment.</p> <ul style="list-style-type: none"> • Initial set-up and configuration of VMWare agents across guest devices. • Administration of VMWare software. Perform VMware management activities, such as, managing virtual machines and virtual machine farms, image management, and other functions available through the VMware VirtualCenter console.
VM Host	Data Center Services -Application Servers--Section 6.5	Per ESX Host	Fixed monthly fee per unit		1,679.43		
				Hardware	\$ 669.07		Hardware, OS, Extended Warranty for 5 years and LAN within the SMC. Equivalent to a Large Wintel server - currently a Dell R900/HP BL680c with 4 CPU - but with
				Operating System License	\$ -		Windows Operating System License
				Hardware Maintenance	\$ -		Hardware Service Maintenance
				Software Maintenance	\$ -		VMware Software Licenses (Provided by County ELA)
				Ongoing Maintenance/support	\$ -		VMware vSphere and vCenter ongoing support (Allocated via VM Guest)
				Additional Services	\$ 1,010.36		<p>SYSTEMS DEPLOYMENT Systems Deployment Services include the start-up activities necessary to support new or existing server environments, and includes procurement, initial server build, racking devices, cabling network / storage, firewall configurations, switch port configurations, presenting storage, OS Build, Utilities (Opware, Monitoring), DC integration/acceptance testing, and the establishment of ongoing support services for base operating systems and host builds. This includes the build out and support of C7000 enclosure used by HP BL680c.</p> <p>FACILITIES MANAGEMENT Facilities Management provides you with environmental systems such as floor space, power, racks, cooling, and physical security services.</p> <p>SYSTEMS MANAGEMENT Systems Management ensures operational functionality of operating system software on managed servers. It detects, categorizes, responds, restores, and documents image faults generated from fault monitoring alerts or problem management notifications. The feature focuses on the well-being of the physical host servers. Support includes, incident and performance monitoring and management, ongoing support, and vendor patch management services.</p> <p>SERVER SECURITY Security administration and compliance support services provide the ongoing operational support for administration and compliance activities, including but not limited to managing and maintaining level of access for authorized administrators, coordinating vulnerability scanning, and supporting security software upgrades and refreshes.</p> <p>REQUEST MANAGEMENT Request Management is the service provided for the administration of tasks into the leveraged delivery towers supporting the server infrastructure. Request Management is the activity associated with the tracking and escalating hosting-related system problems, requests, and changes.</p> <p>PROBLEM MANAGEMENT Perform tasks required to support the problem management process and required deliverables. This includes tasks such as assessing incidents and identifying root cause or commonality across incidents that may be addressed through corrective action. Providing the required research to populate Root Cause Analysis forms and attending required review session.</p>

Exhibit 16.1-2Decomposition - Revision One

						<p>CHANGE MANAGEMENT Perform tasks required to support the change management process and required deliverables. This includes tasks such as populating assessing the impact of a change request, submitting Request for Change (RFC) forms, reviewing RFC's as part of the chain of approvals, attending CRCB to <u>represent change.</u></p>
						<p>CLIENT SUPPORT Client Support is responsible for the technical implementation of infrastructure, developing test plans, and coordinating the various technical teams <u>associated with the implementation.</u></p>
						<p>VIRTUAL SERVER SERVICES The feature provides ongoing support for host images. This includes configuration and on-going support required of the virtualized environment.</p> <ul style="list-style-type: none"> • Initial set-up and configuration of VMWare agents on host devices. • Applying VMWare patches to host platform

Exhibit 16.1-2Decomposition - Revision One

E-Mail Services	Data Center Services - E-Mail Services- Section 6.7	Account	Fixed monthly fee per unit		\$ 10.92		
				Hardware		\$ 1.86	
				Operating system license		\$ -	
				Hardware Maintenance		\$ 0.76	
				Software maintenance		\$ 8.30	
DASD (Mainframe) Storage	Data Center Services - Storage Services--Section 6.8	Installed Gigabytes	Fixed monthly fee per unit		\$ 7.12		
				Hardware		\$ 2.85	
				Operating system license		\$ -	
				Hardware Maintenance		\$ -	
				Software maintenance		\$ 4.27	
DASD (DEC VAX) Storage	Data Center Services - Storage Services--Section 6.8	Installed Gigabytes	Fixed monthly fee per unit		\$ 0.26		
				Hardware		\$ -	
				Operating system license		\$ -	
				Hardware Maintenance		\$ -	
				Software maintenance		\$ 0.26	
DASD (AS/400) Storage	Data Center Services - Storage Services--Section 6.8	Installed Gigabytes	Fixed monthly fee per unit		\$ 0.74		
				Hardware		\$ -	
				Operating system license		\$ -	
				Hardware Maintenance		\$ -	
				Software maintenance		\$ 0.74	
DASD (Wintel) Storage	Data Center Services - Storage Services--Section 6.8	Installed Gigabytes	Fixed monthly fee per unit		\$ 4.54		
				Hardware		\$ 1.68	
				Operating system license		\$ -	
				Hardware Maintenance		\$ -	
				Software maintenance		\$ 2.86	
DASD (Unix) Storage	Data Center Services - Storage Services--Section 6.8	Installed Gigabytes	Fixed monthly fee per unit		\$ 5.20		
				Hardware		\$ 1.93	
				Operating system license		\$ -	
				Hardware Maintenance		\$ -	
				Software maintenance		\$ 3.28	
DASD (VMS) Storage	Data Center Services - Storage Services--Section 6.8	Installed Gigabytes	Fixed monthly fee per unit		\$ 4.53		
				Hardware		\$ 1.68	
				Operating system license		\$ -	
				Hardware Maintenance		\$ -	
				Software maintenance		\$ 2.86	
						\$ -	
Installed Level 1 Storage	Data Center Services - Storage Services--Section 6.8	Installed Gigabyte	Fixed monthly fee per unit		\$ 4.38		
				Hardware		\$ 0.83	
				Operating system license		\$ -	
				Hardware Maintenance		\$ -	
				Software maintenance		\$ 3.55	

Exhibit 16.1-2Decomposition - Revision One

Installed Level 2 Storage	Data Center Services - Storage Services--Section 6.8	Installed Gigabyte	Fixed monthly fee per unit		\$ 4.08		
				Hardware		\$ 1.55	
				Operating system license		\$ -	
				Hardware Maintenance		\$ -	
				Software maintenance		\$ 2.53	
Immutable Storage	Data Center Services - Storage Services--Section 6.8	Month	Fixed monthly fee per unit		\$ 35,990.37		
				Hardware and Maintenance		\$ 9,357.50	
				Software and Maintenance		\$ 13,316.44	
				Network Replication		\$ 2,159.42	
				Third Party Services		\$ 1,079.71	
				Service Line Support (leveraged service)		\$ 10,077.30	
Tier III Storage	Data Center Services - Storage Services--Section 6.8	Installed Gigabytes	Fixed monthly fee per unit		\$ 2.79		
				Hardware		\$ 1.06	
				Operating system license		n/a	
				Hardware Maintenance		n/a	
				Operations and Support Services		\$ 1.73	
Access Gateway Services	Access Gateway Services---Section 6.10	Month	Fixed monthly, up to 1,400 concurrent users		\$12,133.75		
				Citrix Implementation		\$ 606.25	solution will support up to 1400 concurrent users
				Hardware and Maintenance		\$ 3,566.06	Per Anasazi-provided Architectural design. Hardware, no refresh included, maintenance covered for Contract Term, and LAN within the data center
				Software and Maintenance		\$ 353.94	F5 load balancer BIG-IP add-on: SSL license (1000TPS).
				Operational and Support Service		\$ 7,607.50	EDS proprietary and vendor tools and support, including: Anasazi Vlan, separate firewalls, hardware/software configuration management, systems administration for applying patches from vendors, back-up/restore, facilities and power, and basic systems monitoring.
Office Communication Services (OCS) - 0 to 2500 users	6.1	per user	\$7.75		\$ 7.75		
				Hardware		\$ 1.51	
				Hardware Support - Data Center		\$ 2.36	
				Software and End-User Support - OCS		\$ 3.88	
Initial OCS Set-up			\$79,170.00		\$ 79,170.00		
Security Management	Cross Functional Services - Security Management Services--Section 7.3	Month	Fixed monthly fee per unit		\$ 41,421.14		
				Help Desk Services		\$ 2,071.06	
				Applications Services		\$ 9,526.86	
				Desktop Services		\$ 7,870.02	
				Network Services		\$ 12,840.55	
				Data Center Services		\$ 9,112.65	
Billing Management	Cross Functional Services - Billing Management Services--Section 7.4	Month	Fixed monthly fee per unit		\$ 49,216.11		
				Help Desk Services		\$ 2,460.81	
				Applications Services		\$ 11,319.71	
				Desktop Services		\$ 9,351.06	
				Network Services		\$ 15,256.99	
				Data Center Services		\$ 10,827.54	
Asset Management	Cross Functional Services - Asset Management Services--Section 7.5	Month	Fixed monthly fee per unit		\$ 94,047.00		
				Help Desk Services		\$ 4,702.35	
				Applications Services		\$ 21,630.81	
				Desktop Services		\$ 17,868.93	
				Network Services		\$ 29,154.57	
				Data Center Services		\$ 20,690.34	
Contract Management	Cross Functional Services - Contract Management Services--Section 7.6	Month	Fixed monthly fee per unit		\$ 146,702.12		
				Help Desk Services		\$ 7,335.11	
				Applications Services		\$ 33,741.49	
				Desktop Services		\$ 27,873.40	
				Network Services		\$ 45,477.66	
				Data Center Services		\$ 32,274.47	
Reporting Services	Cross Functional Services - Reporting Services--Section 7.7	Month	Fixed monthly fee per unit		\$ 49,130.63		
				Help Desk Services		\$ 2,456.53	
				Applications Services		\$ 11,300.05	
				Desktop Services		\$ 9,334.82	
				Network Services		\$ 15,230.50	
				Data Center Services		\$ 10,808.74	

Exhibit 16.1-2Decomposition - Revision One

Disaster Recovery	Cross Functional Services - Disaster Recovery Services--Section 7.8	Month	Fixed monthly fee per unit		\$ 19,498.18		
				Help Desk Services		\$ 974.91	
				Applications Services		\$ 4,484.58	
				Desktop Services		\$ 3,704.65	
				Network Services		\$ 6,044.44	
				Data Center Services		\$ 4,289.60	

Exhibit 16.1-2Decomposition - Revision One

Workflow Services	Cross Functional Services- Workflow Services--Section 7.9	Month	Fixed monthly fee per unit		\$ 11,752.43		
				Help Desk Services		\$ 587.62	
				Applications Services		\$ 2,703.06	
				Desktop Services		\$ 2,232.96	
				Network Services		\$ 3,643.25	
				Data Center Services		\$ 2,585.54	
Capacity and Performance Management	Cross Functional Services- Capacity and Performance Management Services--Section 7.10	Month	Fixed monthly fee per unit		\$ 30,880.67		
				Help Desk Services		\$ 1,544.03	
				Applications Services		\$ 7,102.55	
				Desktop Services		\$ 5,867.33	
				Network Services		\$ 9,573.01	
				Data Center Services		\$ 6,793.75	
Configuration Management	Cross Functional Services - Configuration Management Services--Section 7.11	Month	Fixed monthly fee per unit		\$ 18,481.33		
				Help Desk Services		\$ 924.07	
				Applications Services		\$ 4,250.71	
				Desktop Services		\$ 3,511.45	
				Network Services		\$ 5,729.21	
				Data Center Services		\$ 4,065.89	
Account Management	Cross Functional Services - Account Management Services--Section 7.12	Month	Fixed monthly fee per unit		\$ 26,215.38		
				Help Desk Services		\$ 1,310.77	
				Applications Services		\$ 6,029.54	
				Desktop Services		\$ 4,980.92	
				Network Services		\$ 8,126.77	
				Data Center Services		\$ 5,767.38	
Project Management	Cross Functional Services - Project Management Services--Section 7.13	Month	Fixed monthly fee per unit		\$ 81,736.23		
				Help Desk Services		\$ 4,086.81	
				Applications Services		\$ 18,799.33	
				Desktop Services		\$ 15,529.88	
				Network Services		\$ 25,338.23	
				Data Center Services		\$ 17,981.97	
Quality Assurance	Cross Functional Services - Quality Assurance Services--Section 7.14	Month	Fixed monthly fee per unit		\$ 46,182.78		
				Help Desk Services		\$ 2,309.14	
				Applications Services		\$ 10,622.04	
				Desktop Services		\$ 8,774.73	
				Network Services		\$ 14,316.66	
				Data Center Services		\$ 10,160.21	
Transition Services--Help Desk Services	Cross Functional Services - Transition Services--Section 7.15	Milestone	Fixed fee per unit		\$ 1,100,797.08		
				Hardware		\$ -	
				Software		\$ -	
				Labor		\$ 1,100,797.08	

Exhibit 16.1-2Decomposition - Revision One

Transition Services--Applications Services	Cross Functional Services - Transition Services--Section 7.15	Milestone	Fixed fee per unit		\$ 2,799,175.04		
				Hardware		\$ -	
				Software		\$ -	
				Labor		\$ 2,799,175.04	
Transition Services--Desktop Services	Cross Functional Services - Transition Services--Section 7.15	Milestone	Fixed fee per unit		\$ 1,209,194.86		
				Hardware		\$ 12,086.75	
				Software		\$ 21,756.16	
				Labor		\$ 1,175,351.95	
Transition Services--Network Services	Cross Functional Services - Transition Services--Section 7.15	Milestone	Fixed fee per unit		\$ 905,641.03		
				Hardware		\$ 7,365.31	
				Software		\$ -	
				Labor		\$ 898,275.72	
Transition Services--Data Center	Cross Functional Services - Transition Services--Section 7.15	Milestone	Fixed fee per unit		\$ 4,360,829.48		
				Hardware		\$ 518,966.56	
				Software		\$ -	
				Labor		\$ 3,841,862.92	
**Note: Column B (Schedule 4.3 Reference/Component) includes the Section reference for the specific requirements for this particular Resource Unit but it still includes all general requirements applicable to such Resource Unit in the higher levels of the obligations hierarchy as described in Section 1.3.8 of Schedule 4.3. For example, the Resource Unit for Standard PC includes not only the responsibilities as stated in Section 4.4 of the Desktop Services Section of Schedule 4.3, but also the responsibilities in Sections 4.1 through 4.3 of the Desktop Services Section, as well as the responsibilities and requirements in Section 1 of Schedule 4.3.							
***Note: The mainframe resource unit volumes are based on the R24 CPUs							

End of Exhibit